

Undercurrents

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Undercurrents is an internal publication of the Navy's Morale, Welfare and Recreation (MWR) division. Contents of *Undercurrents* are not necessarily the official view of or endorsed by the U.S. Government, the Department of Defense or the Department of the Navy. Send comments or questions to:

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LATE BREAKING NEWS

FAMILY FITNESS PILOT PROJECTS...NAS Oceana and SUBASE Kings Bay are piloting an MWR family fitness program, with the goal of engaging the total family in participating in various physical activities and adopting a healthy lifestyle. More information will be provided from the Mission Essential Branch soon.

SESAME WORKSHOP AND WAL-MART...Through a donation from Wal-Mart of nearly \$1 million, Sesame Workshop will develop an outreach program designed to help young children of services members deal with the various stresses of military life. Launching in July, this project will help military families manage some of the common challenges they face, including the potential stress caused by a parent's deployment or reunion, frequent relocation and other difficult issues. Sesame Workshop will produce and distribute 125,000 DVDs at no cost to schools, child care programs, family support centers and other organizations serving military families.

FREE MEMBERSHIPS FOR NAVY YOUTH...Through a Department of Defense (DoD) initiative, children of active-duty and Reserve Sailors and Marines can receive free memberships to their local Boys and Girls Club.

"These free memberships allow our Sailors to stay focused on the Navy's mission because they know their children are in good hands while they're away from home," said Larrie Jarvis, Child and Youth Programs analyst for Commander, Navy Installations Command. "We are very fortunate to have this partnership with the Boys and Girls Clubs of America."

According to Jarvis, every Navy youth center is a Boys and Girls Clubs of America (BGCA) affiliate, which means that youth center members are provided with consistent programming, stable support, and the same quality services and programs regardless of where they are located. For military families who do not live near a Navy base, a local Boys and Girls Club can be found using BGCA's club locator at www.bgca.org/military.

Whether on or off base, all BGCA clubs offer programs designed to develop good character, build leadership and provide guidance to youth between the ages of 6 and 18. Examples of BCGA programs include computer instruction, sports leagues, photography, tutoring, arts and crafts, social events and field trips. More than 25 national programs are available in the areas of education, the environment, health, the arts, careers, alcohol, drug and pregnancy prevention, leadership development and athletics.

"As our Sailors continue to answer our nation's call to service," added Jarvis, "there is no better time to take advantage of the tremendous programs that Boys and Girls Clubs of America have to offer."

For additional guidelines and information, visit www.bgca.org/military or call (800) 854-CLUB (2582).

HEADED TO JACKSONVILLE...The Marketing and Multimedia Development Branch is headed to Jacksonville, Fla., to facilitate a communications and marketing conference March 7-9, for field communicators from the Southeast, South and Gulf Coast regions. Future conferences will be held for field communicators on the East Coast, in Europe and in Asia. For more information, contact Steve Buckley.



NAVY MOTION PICTURE SERVICE

ANTI-PIRACY...The U.S. motion picture industry loses more than \$3 billion annually in potential worldwide revenue due to piracy. The act of piracy of copyrighted materials, which includes camcording and unauthorized public performances, is considered a felony on the first offense and can include criminal and civil charges.

With camcording, pirates use hand-held video cameras to record films directly from theater screens and then copy these films onto videocassettes or discs for illegal distribution. Movie studios are finding new and innovative ways to fight piracy. One way is to encrypt each print with identifying numbers that cannot be seen by the naked eye, but can be traced back to theaters.

Unauthorized public performances refer to situations where an institution, without receiving permission from the copyright owner, shows their customers a tape or film that is meant for private use. This includes "public performances" where an admission fee is charged, as well as those that are free.

How does this apply to you? When NMPS negotiates movie deals with the movie studios, the Navy has a contractual obligation to protect the studio's intellectual property. A breach of the law could put the worldwide Navy movie program in jeopardy.

How can you help? Never show a "home video" in your theater or public place. Be sure only to use the 35mm and 8mm films that have been licensed by NMPS for public performance. Also, never allow anyone to use the 8mm tapes for their private or home use.

Each theater should already have their screening security guidelines developed and review them on a regular basis. It is vitally important that each theater manager enforces these guidelines to help maintain the Navy's relationship with the studios. These policies should apply to sneak, special and regular screenings.

Additional steps for preventing piracy in NMPS theaters include:

- Informing the audience that no recording devices of any kind will be permitted in the theater during the screening. Include this information on all print advertising prior to the screening.
- Posting a "By Order of the Commanding Officer" notice outside the theater indicating that recording devices are prohibited in theaters during movie screenings.
- Playing the anti-piracy trailer prior to all exhibitions.
- Assigning employees to each theater entry to screen patrons for unauthorized recording devices as they enter, and actively monitoring the auditorium throughout the screening using the night vision monocular provided by NMPS, to keep an eye out for any suspicious behavior.
- Immediately reporting any anti-piracy incidents to NMPS.

For more information on anti-piracy, log onto www.mpaa.org or contact NMPS.

TIME FOR A CHECKUP...Each NMPS videotape comes with a four-year lease that begins when the title is first released. This expiration date is clearly printed on the spine label and the synopsis card provided in the case. Tapes must be returned to NMPS by that date. There is no requirement to hold tapes until the expiration date, but the tapes must be returned no later than that date. Movies can always be returned early. Follow the instructions found in the program guide (www.mwr.navy.mil/mwrprgms/nmps1.htm) when returning tapes to NMPS.

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Review your videotape library now and return any tape that has a "2005 or older" expiration date. All expired tapes must be returned to continue service. Do not risk the loss of program support by holding on to a favorite movie. While lease extensions are not granted, NMPS does request feedback about titles you'd like to see return in future shipments. Send a list of your top 10 favorite movies and NMPS will add it to our wish list database. Frequently requested titles are often the ones purchased to help fill monthly shipment quotas.

And remember, the following information can be found online at (www.mwr.navy.mil/mwrprgms/nmps1.htm):
A listing of titles currently under contract and available;
Afloat and Ashore Program Guides;
Sample forms and instructions; and
Listings of current and future videotape shipment schedules.

If you have questions, contact the professionals at NMPS.

PREPARING FOR THEATER PROBLEMS...When it comes to customer service, it's more critical than ever to exceed your customers' expectations. When problems occur, the way they are handled is noticed by customers who have plenty of entertainment choices. It makes sense to go the extra mile and ensure you don't lose any customers whenever you have failed to provide a positive experience. Planning ahead can help in these situations.

Have written policies on how to handle emergencies, customer concerns and complaints.
Theater management and staff should understand the policies and their roles in carrying them out. Periodically review and update the policies with your staff.
Show customers that you care by using policy signage and by following through with those policies when there are problems.

Additional ideas include:

Suggestion Boxes. Many customers who have a negative experience never bring it to management's attention. Provide a customer suggestion or comment box for those customers who would prefer to put it in writing. The key is to address each customer's concern. Consider sending customers who provide their comments a voucher for a free concession item on their next visit. It's harder to earn a new customer than it is to keep a current one.

(Continued on page 9)

LEGAL OFFICE

LEGAL REVIEWS...Have you recently reviewed your existing Memoranda of Agreements, Memoranda of Understandings, Commercial Sponsorship Agreements or Agreements reached under the auspices of 10 USC 2492?

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Depending on when an agreement was reached, they should be reviewed again, especially where options need to be exercised. Are there any agreements that will expire or have options which need to be exercised with the start of the calendar year?

Now is the time to see if conditions have changed or if there are conditions that need to be changed. Even if the review is to take place down the road, now is the time to schedule a legal review of those documents with your Staff Judge Advocate or Office of General Counsel Attorney.

IMPORTANCE OF TIMELY AFTER-ACTION REPORTS...When it comes to preparing after-action reports for commercial sponsors, far too often commercial sponsorship coordinators lag behind in completing the report or don't provide the sponsor with enough detail so the document can be used by the sponsor to secure future funding. Whether it's developing photographs, securing copies of stories, retaining promotional material or collecting attendance figures, if too much time passes, commercial sponsorship coordinators stand to finish an otherwise successful event on a poor note.

Take pride in preparing a timely, quality after-action report -- it is the official record of a job well done. It's also the starting place to enter into negotiations with your sponsors for the next year. Since sponsors' budget dates often differ, after-action reports can be used to ensure funds are set aside for future events.

NEW DOD INSTRUCTIONS...Below are links to new or updated DoD instructions:

Private Organizations on DoD Installations
www.dtic.mil/whs/directives/corres/html/100015.htm

DoD Civilian Employee Morale, Welfare, and Recreation (MWR) Activities and Supporting Nonappropriated Fund Instrumentalities (NAFI)
www.dtic.mil/whs/directives/corres/html/101508.htm

International Balance of Payments Program - Nonappropriated Fund Activities
www.dtic.mil/whs/directives/corres/html/706003.htm



NAVY ENTERTAINMENT

COMICS WERE ON DUTY DURING

THE HOLIDAYS...Ships deployed to the 5TH Fleet area of responsibility enjoyed a holiday treat this year. The "Comics on Duty" tour visited several ships, oil platforms and remote sites, as well personnel in Bahrain. The Comics on Duty tour will also be performing 50 shows at Navy bases throughout the U.S. this year.

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KERNEL POPCORN...a professional family entertainer, recently spent two weeks performing at Navy bases in Asia. The Kernel performed shows for military children in CDCs, clubs, youth centers, recreation centers and anywhere there were children. Plans are underway to have Kernel Popcorn visit Navy families in Europe for the Month of the Military Child in April.

GLOBETROTTERS HOLIDAY TOUR...Accompanied by NBA TV, which is producing a three-part documentary about the tour, the Harlem Globetrotters were back by popular demand to perform holiday shows for the 5th Fleet and in Europe, Djibouti, Africa, and Guantanamo Bay, Cuba. The 13-show tour included stops aboard USS Theodore Roosevelt (CVN 71) and USS Pearl Harbor (LSD 52). Visit www.harlemglobetrotters.com for photos of the tour.



GREAT LAKES RECEIVES DOROTHY MULLEN AWARD

The MWR department at Naval Station (NS) Great Lakes, Ill., received the 2005 Dorothy Mullen Arts and Humanities Award from the National Recreation and Parks Association (NRPA) during an awards ceremony Oct. 19, 2005, in San Antonio. NS Great Lakes was honored for its 2004 Holiday Card Challenge at the NRPA Congress.

"Participants constructed life-sized holiday cards to display their unit's spirit and compete for recognition and prizes," said Jerry Hieb, MWR director at NS Great Lakes.

Many of the cards reflected patriotic themes and included messages of peace and hope. After the competition, the cards were illuminated on the base's historic Ross Field and became an important part of the base's overall holiday décor, he added.

Named after recreation and parks pioneer Dorothy Mullen, the award honors the most innovative and effective arts and humanities programs across the United States, and seeks to inspire others who may consider developing similar projects. The awards are based on the size of the population served by the program and are judged on the basis of content, innovation, contribution to the community, and the expansion of interest in the arts and humanities.

GTMO MWR RECEIVES STAR ON HOLLYWOOD WALK OF FAME

Johnny Grant, the honorary mayor of Hollywood and founder of the Hollywood Walk of Fame, recently paid tribute to Naval Station Guantanamo Bay, Cuba, by presenting its MWR department with the first-ever Hollywood star for a military organization or base. The star was issued in honor of MWR's continued support of the entertainment industry by providing live entertainment for Sailors and other service members.

CHILD & YOUTH PROGRAMS

WELCOME TO THE CYP TEAM... Help us welcome the newest members of the CNI CYP team: Diane Brewer and Leslie Bowman. Diane was the MWR site manager for Norfolk Naval Shipyard and CYP analyst for the Mid-Atlantic region. She is the new CYP analyst, working with CYP business standards and practices, MEOs and metrics. Leslie was the CDPA for NAS JRB Willow Grove and will be the new CYP specialist, conducting inspections.

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CYP 2006 CONFERENCE... The 2006 CYP Conference will be held in Orlando, Fla., Sept. 11-15. CYP will be centrally funding travel, per diem and conference fees for this training. Travel grants will be issued later in the year for eligible CDC, CDH, Youth, SAC and Teen professionals through an application process. Multiple sessions will be offered in each program area.


NEW CYP CURRICULUM... In choosing a new curriculum, the goal was to be able to communicate to parents of children under five that:

- There is a standard Navywide curriculum with forms and procedures that they will recognize wherever they are stationed;
- Navy CYP has developmental goals and objectives for their children; and
- Navy CYP recognizes that children learn best through developmentally-appropriate planned activities and active play.

The key point of this new curriculum is that caregivers should be able to articulate to visitors, inspectors, accreditation assessors and, most importantly, parents why Navy CYP follows developmentally-appropriate practices; why Navy CYP lets the curriculum emerge based on observations of children and their changing interests and skills; and that Navy CYP has a standard curriculum, using "The Creative Curriculum" as the foundation.

"The Creative Curriculum (CC) Fourth Edition," which has been chosen as the foundation for the Navy curriculum, melds with caregiver training modules, "Caring for Our Children," that are currently used by military CDCs. A slight variation of the CC weekly activity plan will be used along with the CC goals and objectives posted on the backside of the form, which should help reduce paperwork. CNI will purchase and distribute "The Creative Curriculum Fourth Edition," "The Creative Curriculum for Infants and Toddlers," and "The Creative Curriculum Goals and Objectives" poster for each classroom. "The Creative Curriculum Study Starters" will also be purchased for each T&C resource library. For more information, contact Kathleen Jennings, (901) 874-6701/DSN 882, kathleen.jennings@navy.mil.

SAN DIEGO COUNTY IN-HOME CARE EXPANSION... Through a cooperative agreement with the Navy, Marine Corps, and the National Association of Child Care Resource and Referral Agencies (NACCRRRA), a concentrated recruitment campaign has been launched to increase subsidized military home care providers within the northern district of San Diego County. Funded with OSD supplemental expansion resources, the agreement is for NACCRRRA to recruit and accredit 40 civilian in-home care providers to provide quality child care for 150 Navy and Marine Corps children. Spaces are expected to be available as early as spring 2006. If successful, and pending the availability of future funds, the concept will be expanded to other Navy fleet concentration areas to increase the availability of child care services. For more information, contact Greg Young, (901) 874-6695/DSN 882, greg.young@navy.mil.

SAN DIEGO FIRST 5 INITIATIVE... Congratulations to the Navy Region Southwest CYP team! The Secretary of the Navy has signed the gift acceptance approval letter for the Southwest region to receive \$10.8 million from the San Diego County First 5 Commission to construct two new Navy Child Development Centers at Naval Air Station North Island and Navy Family Housing Area Murphy Canyon. Pending final congressional approval, construction is expected to begin in the summer or fall. The two centers will add an additional 300 spaces for our Navy families in San Diego County. For more information, contact Greg Young. 

NEW CYP PHILOSOPHY AND GOALS

A working group comprised of regional CYP professionals and CNI staff has developed a new Child and Youth Program Philosophy and Goals. The Philosophy and Goals has been adopted and will be used at all Navy CYP programs worldwide. CYP regional and installation program managers should ensure it is documented in parent/staff handbooks and posted in all centers and CDH offices/homes.

PHILOSOPHY

Navy Child and Youth Programs (CYP) provide high quality educational and recreational programs for children and youth. Teams of caring, knowledgeable professionals plan developmentally-appropriate programs that are responsive to the unique needs, abilities and interests of children. Our staff fosters a sense of independence, trust and responsibility within each child through understanding and respectful interactions. Likewise, through positive relationships, our programs respect and support the ideals, cultures and values of families in their task of nurturing children and youth. We are advocates for children, families, and the child and youth professionals within our programs and surrounding communities.

GOALS

- Build physical development and skills
- Promote social competence and positive relationships with others
- Foster emotional well-being and a sense of trust and respect for self and others
- Encourage children to think, reason, question and experiment
- Develop initiative, problem-solving and decision-making skills
- Advance creative expression, representation and appreciation for the arts
- Promote language and literacy development
- Develop self-discipline and the ability to seek out and complete self-selected tasks
- Cultivate respect and appreciation of differences, and the uniqueness of diverse cultures and traditions
- Support sound health, safety and nutritional practices

BOWLING

ARMED FORCES BOWLING CONFERENCE...


The 15th Annual Armed Forces Bowling Conference and International Bowl Expo 2006 will be held at the Hilton Hotel and Convention Center in Las Vegas, June 24-30. A block of rooms at the Hilton is available for the military below the per diem rate. The bowling conference will include:

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- June 20-23 - Facility and Equipment Management Course;
- June 20-22 - Dick Ritger Coaching Level I, II & III Certification Course;
- June 23 - Coach It Up! Presentation;
- June 25-27 - 16th Annual IBPSIA Conference & Bowling Coach Summit, which includes the Pro Shop Certification Course at the Texas Station Hotel and 60-lane bowling center. Room rates are \$50 (Sunday-Thursday) and \$89 (Friday and Saturday);
- June 24 - Military Opening Session and branch breakout sessions;
- June 26-27 - BPAA Educational Seminars, with former N.Y. Mayor Rudy Giuliani as keynote speaker;
- June 28-29 - BPAA Trade Show; and
- June 30 - Lane Inspection Workshop.

Registration packets will be mailed in March. For more information, contact Dave Mitchell.

BOWLING MAINTENANCE SCHOOLS...The 2006 Brunswick GS-Series and A2 Pinsetter Training, Frameworx Scorer and Vector Scorer Maintenance Schools schedules are now available by calling (800) 323-8141 or visiting www.brunswickbowling.com. The 2006 Qubica-AMF Bowling Technical Training School schedules for 82-70 and 90XL Pinspotters are also available. For more information, contact John Isbell at (804) 240-4982, jisbell@amf.com, or Dave Mitchell.

USBC LANE CERTIFICATION...The United States Bowling Congress is the only authorized body that inspects and certifies bowling lanes. All USBC (previously ABC/WIBC) certified bowling center certificates expire on Aug. 31. To provide ample time for the USBC to inspect and process the necessary paperwork, new certificates may be issued before the old one expires. Bowling center managers or head mechanics should complete the application process and have the lanes inspected on or before Sept. 1. If you are having problems in certifying your lanes, contact the USBC, 800-514-2695, specs@bowl.com, www.bowl.com. 

MARINAS


NAVY MWR COMMITTED TO CLEAN MARINA

INITIATIVE...CNI's goal for the MWR marina program is to have all marinas located in states with a Clean Marina Program to achieve certification by the end of FY06.

POC: Dave Mitchell

The Clean Marina Initiative is a voluntary program promoted by the National Oceanic and Atmospheric Administration (NOAA) and state organizations, that encourages marina operators and recreational boaters to protect coastal water quality by engaging in environmentally-sound operating and maintenance procedures. The aim of the Clean Marina Program (CMP) is prevention. While CMPs vary from state to state, all programs offer information, guidance and technical assistance to marina operators, local governments and recreational boaters on best management practices to prevent or reduce pollution.

Navy marinas that have achieved certification include Boca Chica Marina, NAS Key West; Mulberry Cove Marina, NAS Jacksonville; Point Patience Marina, NRC Solomons; Fiddler's Cove Marina, NB Coronado; U.S. Navy Sailing Center, NB Point Loma, NAVSTA Norfolk Marina, NAVSTA Norfolk; and Little Creek Cove Marina, NAB Little Creek.

Marinas located in states which currently have a CMP or are about to implement a CMP should immediately begin the application process for inspection and certification. For more information, visit the Clean Marina Program Web Site at www.cleanmarinas.noaa.gov or contact Dave Mitchell. 

BINGO

POC: Dave Mitchell

BINGO CONFERENCE...

The 10th Annual Bingo World Conference and Expo 2006 will be held at the Riviera Hotel in Las Vegas, March 7-9. This year's program features more hands-on sessions, including New Bingo Technologies, Bingo by the Numbers, Web site Development, Promotions: 25 New Ideas That Will Build Your Business, Attracting Younger Players, and Dealing With Difficult Customers. Register online at www.bingoexpo.com, or by fax at 888-272-3251. Or, call customer service at 256-852-4490. 

NAVY FLYING CLUBS

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WORKSHOP ANNOUNCEMENT...

The Navy Flying Club (NFC) program will host a workshop in Millington, April 18-20.

Primarily for flying club managers, those associated with a local Navy flying club, such as members of the club's board of directors, command-appointed advisory personnel, and local and regional MWR professionals, can also benefit from the workshop.

Topics will include policy and program updates, operational and flight safety, aircraft accident and trend analysis, aircraft maintenance, handling of hazardous materials, financial issues (SAP), marketing and club appearance, aircraft insurance requirements, environmental impact concerns, aircraft acquisition, and local MWR/regional/NFC involvement.

Since this training is a necessary element for the continued success of the NFC program, representation from your local NFC is strongly encouraged.

A Workshop Course Application (registration) form is available at www.mwr.navy.mil/mwrprgms/training1.htm or by contacting John Shaw. 

HUMAN RESOURCES

CUSTOMER SERVICE A PRIORITY IN THE

PACIFIC...Community Support Programs in Navy Regions Hawaii and Marianas recently held Star Service Facilitator Certification courses to ensure customer service training remains a priority for their programs and employees. The 15 newly certified facilitators work in MWR, CYP, FFSP and VQ.

THANKS TO FIELD TRAINERS...Seventy-two field employees recently received rewards for their continuous customer service training, as part of the annual Star Service Facilitator and Coordinator Rewards Program. Conducting and administering training is a collateral duty and the rewards program allows CNI to appreciate these dedicated individuals' hard work and ongoing commitment.

COSIT UPDATE...The following installations have celebrated recent Customer Oriented Service Improvement Team (COSIT) successes.

CFA Okinawa celebrated the customer-focused improvement successes of its Mini-Mart and Ship's Store COSIT. The managers continue to implement and track service improvements as part of their daily business operations. A COSIT comprised of both internal and external customers is currently using customer data to improve customer experiences at the Camp Shields and White Beach fitness centers. The next COSIT to launch at CFA Okinawa will be the Liberty lounges.

NAF Atsugi celebrated the successes of its bowling and youth sports COSITs. The installation's commanding officer, acting CMC, MWR director and team leaders for the next two COSITs (library and movie theater) attended the celebration brief.

NSGA Sugar Grove launched its first two COSITs to evaluate and improve the customer dining and recreational experience at the Robert C. Byrd Community Center.

NSA Panama City launched its swimming pool COSIT and completed post-gym COSIT data collection to determine if the enhancements and improvements had an impact on the customer experience. NSA Panama City plans to start collecting post-COSIT data on their marina/campgrounds/cabins area.

CARE TRAINING WORKS ON NMCI...Navy MWR alcohol servers who need to meet the annual CARE training requirement should visit www.mwr.navy.mil/mwrprgms/training1.htm and complete the CARE course. NMCI recently provided users with access to Shockwave, version 10.0, so NMCI computers can now be used to complete the CARE online training. Participants must register for CARE training by logging on to LearnMWR (<https://learnmwr.persnet.navy.mil/>).

For more information, contact Brenda Wright, (901) 874-6737/DSN 882, brenda.wright@navy.mil, or Mike Miller, (901)874-6652/DSN 882, mike.miller1@navy.mil.

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WELCOME ABOARD...Tom Kubalewski, former MWR director at NAS JRB/NSA New Orleans, has joined the Human Resources team as master course manager for the Leadership Skills for Managers (LSFM) and MCCS Managers' courses.

TRAINING UPDATE...The Essential Management Competencies (EMC) desk reference and Leadership Skills for Managers (LSFM) course has been reviewed and revised. The course is now a four-day program, vice five.

The new materials will be piloted and many of our course managers were re-certified Jan. 23-27 in Millington. A second recertification course for the remaining field course managers is scheduled for March. The new course will roll out in April. For more information, contact Tom Kubalewski, (901) 874-6723/DSN 882, tom.kubalewski@navy.mil.

COURSE MANAGERS IN CERTIFICATION

PROCESS...Three course manager candidates for the MWR Managers' course are preparing for the final step in the certification process. Kelley Harkins, NAVSTA Norfolk, Katrina Skerritt, NSA Mid-South, and Beth Leone-Mullins, NAVSTA Kitsap, will complete their apprenticeship in classes they will conduct in February and March. For more information, contact Randy Sells, (901) 874-6721/DSN 882, randy.sells@navy.mil.

ALA MWR EXPO...An initial planning meeting was held in preparation for the August ALA MWR Expo to be held in Louisville, Ky. The preliminary schedule includes CSP/IPT breakout meetings on Aug. 13-14, and a general Navy CSP meeting on Aug. 15. Day-long IMCEA/ALA-sponsored educational sessions will be held Aug. 16, and the vendor EXPO is scheduled for Aug. 17. More information about registration, hotels and the meeting agenda will be provided closer to the conference dates.

IDEA CALENDAR POSTED ON WEB...The 2006 Programming Idea Calendar is now posted on the Web site at www.mwr.navy.mil. Go to the drop down menu box and click on 2006 Programming Calendar to see a full year's worth of significant and interesting events to aid you in programming and promoting events at your activity. For more information, contact Randy Sells.

SO MANY ABBREVIATIONS...New Community Support Programs (CSP) employees must wonder if their coworkers know a "secret" language. There are so many different terms, acronyms and abbreviations in our industry.

To help decode this secret language, an extensive list of abbreviations, acronyms and definitions has been added to bottom of the MWR home page (www.mwr.navy.mil). For more information, contact Dave Hobson, (901) 874-6736/DSN 882, dave.hobson@navy.mil.



FINANCE

FIXED ASSETS PURCHASED THROUGH THE UFM PROCESS...

Assets purchased using Uniform Fund-ing Management (UFM) are expensed when purchased and offset with UFM. This policy allows MWR to match the Nonappropriated Fund (NAF) expenses with UFM funding, resulting in the NAF financial statement reflecting true expenses. UFM fixed assets are treated as Appropriated Fund (APF) assets and carried on the NAF balance sheet with a zero purchase price. Since any proceeds from the disposal of an APF asset must be returned to the Treasury, MWR cannot directly benefit from the disposal of UFM fixed assets.

The Office of the Secretary of Defense (OSD) has reviewed each service's UFM policies and found that it varies greatly. For example, the Army treats UFM as revenue and reflects all expenses as

NAF. All assets are considered NAF, not APF. Clearly, this is 180 degrees from the Navy's policy.

Given this fact, OSD would like to stan-dardize UFM policy among the services. Navy MWR obviously wants to retain the current policy of using UFM as an expense offset; however, we are not opposed to classifying UFM assets as NAF, so long as we can continue to fully expense assets when purchased so we avoid depreciating the asset. Depreciat-ing the asset would complicate the proc-ess by requiring the establishment of a UFM sinking fund from which UFM dollars could be deducted to offset monthly depreciation expenses. Allow-ing UFM assets to be treated as NAF assets would potentially allow MWR to benefit from the disposal of UFM as-sets.

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It's too early to determine what changes the revised OSD policy will contain. We will continue to work with OSD on guidance and policy for assets purchased with UFM funds for all ser-vices. Please look for an update on FY07 UFM guidance later this year.

For more information, contact Meredith Wilson, (901) 874-6598/DSN 882, meredith.wilson@navy.mil, or Kathy Wade, (901) 874-6614/DSN 882, kathy.wade1@navy.mil.



INFORMATION TECHNOLOGY

EUROPE PREPARING FOR AIMS IMPLEMENTATION...The AIMS/SAP implementation team is making preparations to meet with the Navy Region Europe business office staff in February to review their business processes and ensure they will be accommodated by SAP. They will meet with the Naples team to determine what will be required to merge the funds, make certain all the business processes are accounted for in SAP, and convert the legacy data to SAP. This is the second of the large OCONUS regions [Navy Region Japan (Yokosuka and Atsugi) was the first] to switch over to AIMS.

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KRONOS/HR IMPLEMENTATIONS MOVE AHEAD...The National Capitol Region (NDW) and Navy Region Gulf Coast are the two latest areas to receive the KRONOS automated time and attendance system. Navy Region South will be implementing the AIMS/SAP HR module during the first full pay period in February. We are also working with the team in Europe to imple-ment SAP/HR, as they "go live" with the financial system.

EPITOME FOR WINDOWS...formerly known as Lodging Touch, is the front desk software used by the VQ operations. During the PHMA conference in San Diego, Jan. 29 - Feb. 3, Visitor Quarters managers will hear our vision of upgrading the current Lodging Touch system with a Web-based front desk system with a central reservation capability for all VQs.

Within the next six to eight months, a pilot program will be tested in the San Diego metro area. This new version of Epitome for Windows, and its core module titled "HIS CORE," includes:

- A Management Console which allows VQ managers to check the availability of all rooms and services through a central dashboard;
- Active Call centers that allow reservations to be made through this Web-enabled software; and
- Channel Management tools that allow other third party software to link to this system once authorizations are set up.

This new software version will enable the Navy regions to operate as a single unit with information available to all the region's managers as needed. Once the new system is validated through the pilot testing phase, it will be implemented worldwide to provide customers with central reservation capability to any VQ.

POS ROLLING OUT...The point of sale (POS) team, assisted by contractors from Micros and Vermont Systems, is in the final stages of setting up POS systems in eight bases in the Norfolk metro area. Implementations in San Diego, Newport, Pensacola, Hawaii and Japan are on the horizon, after Norfolk is completed.

SAP HELP DESK SUPPORT...has moved to NMCI. As a result, the two SAP Help Desk e-mail addresses have been changed. If you have questions about the FICO process, send your request to mill_mwr_saphelpdesk@navy.mil. If your inquiry is about personnel issues, use mill_mwr_saphrhelpdesk@navy.mil. These e-mail addresses are effective immediately; the legacy e-mail addresses are no longer available.



MISSION ESSENTIAL

2005 DOD PHYSICAL FITNESS CENTER REPORT...

Eighty-seven Navy installations reported on 145 fitness facilities for the 2005 results. Eighteen Navy fitness installations met or exceeded all DoD core fitness standards, and Navy MWR attained an overall average of 91 percent compliance with DoD standards.

Staffing standards continue to challenge the Navy fitness program from achieving full DoD compliance. These inadequacies present opportunities for improvement:

- 46 percent of MWR fitness facilities failed to provide a minimum of two staff members on duty during all hours of operation for emergency response capabilities.
- 34 percent of facilities failed to have available during all hours of operation at least one fitness staff member who interfaces with customers in the fitness area, is knowledgeable in the safe operation of fitness equipment and facility operation, and is current in fitness safety and basic equipment maintenance and repair.
- 23 percent failed to provide the staff-to-customer ratio established by Military Service, which maintains customer safety and provides adequate customer guidance and instruction.

Also, as in previous years, facility issues involving heating and air conditioning, and basketball courts with a six-foot clearance were the most obvious facility insufficiencies.

- 23 percent lack adequate heating, air conditioning and/or a ventilation system in each fitness facility that complies with American College of Sports Medicine guidelines or service-established standards.
- 14 percent lack at least one basketball court configured to allow court play,

with at least a six-foot clearance from

walls and obstructions on all sides. If the walls are within six feet of the court, they should be covered with appropriate safety materials.

THE FY06 TRAINING SCHEDULE...

will offer a variety of courses, including basic fitness, advanced fitness, sports training and field maintenance. Classes are offered at different bases at various times throughout the year. Fitness classes are offered to all Navy Fitness staff members and command fitness leaders (CFL) seeking additional fitness education. Field maintenance classes are offered to sports coordinators and field maintenance staff. The complete schedule is available at www.mwr.navy.mil, under Mission Essential.

TRAINING...The first General Fitness Instructor class will be held at CNI Millington Detachment, Feb. 7-9, and will certify instructors to teach the new Navy General Fitness Training. Participants were chosen by their region to be the initial instructors for that region. Over time, these instructors will certify other instructors so the class can be held locally once per quarter.

The General Fitness class will educate CFLs on how to develop and run successful fitness enhancement programs for Sailors. Topics include warm-up and flexibility, strength training, cardiovascular training and general nutrition. This class will be taught at the regional level quarterly throughout the year so that CFLs are properly educated on how to design and execute proper Fitness Enhancement Program (FEP) training sessions, ensuring that Sailors participating in the FEP return to readiness in a timely manner.



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NAVY SPORTS

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NAVY SPORTS POSTER CALENDARS...have been mailed to each Navy MWR office and each Navy ship to promote awareness of and generate interest in the Navy Sports program. Other types of advertising items, including pocket cards, information brochure and tent cards, will also be sent to the fleet. Any command that did not receive the calendars or is in need of greater quantities, should contact Donald Golden. The poster is available online at www.mwr.navy.mil/mwrprgms/sports.htm.

APPLICATION DEADLINES...Applications are currently being accepted for the following sports:

Women's Basketball
Application Due Date: Feb. 7
Training Camp: Feb. 24 – March 16
Men's Volleyball
Application Due Date: March 20
Training Camp: April 20 – May 10
Women's Volleyball
Application Due Date: March 20
Training Camp: April 20 – May 10
Women's Soccer
Application Due Date: March 22
Training Camp: April 22 – May 12

Navy Sports is accepting applications from qualified individuals interested in coaching an All-Navy team. Applications should be submitted two months before the respective sport begins.

THE 2006 NAVY BOWLING

TEAM...recently finished in fourth place overall in the Armed Forces Championship in Reno, Nev. ETC Bessie Lowery, USS Ross (DDG-71), won the bronze medal in the women's singles division.



LIBERTY PROGRAM

NEWEST LIBERTY CENTER...Navy Region Southwest held a ribbon cutting ceremony Jan. 26 for the Navy's newest Liberty Center, The Recyard at Naval Base San Diego. This state-of-the-art facility, with interior floor space larger than a football field, includes 55 computers stations, a video gaming room, movie theater, music studio and a wireless hot spot. The center, which opened in December, already averages more than 600 Sailors each day.

LIBERTY CONFERENCE... Gen "Y" – *It's About You*. Today's 18 to 25-year-old wants to know how participation will affect personal outcome. Attend the Deployed Forces Support Conference to learn how Liberty, Fleet Recreation and Afloat Recreation Programs can work together to reach this exciting generation that has modern technology in their pockets, dares to climb the highest mountain and challenges the steepest slopes.

Gen "Y" – *It's About You* will be held Aug. 21-25, at the Pat Thompson Conference Center, NSA Mid-South, in Millington, Tenn. For more information, contact Julie Smith.



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PREPARING FOR THEATER PROBLEMS

(Continued from page 2)


Special Vouchers. Have special concession vouchers readily available that express an apology for a negative experience or for not living up to the customer's expectations. Numbering these passes, logging when and why they were issued, and keeping track of the redemption minimizes misuse and reveals valuable information about when and how they were redeemed.

Communication. Whenever there is a technical problem or a delay in showing a movie, communication is the most important customer service response you should provide. For instance, "Sorry folks, we're having technical difficulty with our projector. We anticipate being back on the screen in about 10 minutes. We take great pride in our equipment and this is only the second time this year where we've interrupted a film. Again, sorry it happened tonight. If you have questions, I'll be in the lobby." While your customers are waiting, offer some movie trivia.

In extreme cases, such as major equipment failure, the situation may call for refunds or rain checks. Whenever possible, provide a rain check, but also offer the option of a cash refund. This may require mailing the refund if you have already deposited your cash.

Communication is also appreciated in ticket lines when they are long or slow. "Work the line," talking to customers and keeping them informed of what's happening.

Behind the scenes. Most customer service work goes on behind the scenes. If you receive a damaged reel, quickly contact NMPS to order a replacement. If a print is damaged, immediately contact NMPS to order a replacement. While most of the focus is on pleasing the customer, find ways to reward employees who provide great customer service. Positive reinforcement, training and the establishment of team pride help raise the level of your overall service. Human error and technical difficulties will happen; however, they should be rare. If projection and sound equipment is maintained properly, and employees are trained and they care about and take pride in the presentation, then technical problems will not be an issue.


Emergencies. Does your staff know how to deal with a customer accident or medical problem? Is there a procedure for what to do in a robbery? What about natural disasters, such as a tornado warning or terrorist threat? In many of these emergencies, the very lives of our customers and employees are at stake, and handling them efficiently and in the right manner is the best customer service opportunity you will ever face. If you do not already have an emergency plan, work with your base emergency planning office to develop appropriate procedures. If you already have emergency procedures in place, periodically review and update them. Having base emergency contact numbers posted within easy reach of all staff members is the first step in being prepared. 

LIBRARY PROGRAM

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DIGITAL AUDIO BOOKS AT NKO... The Naval General Library Program has added digital audio books to the E-content available from Navy Knowledge Online (www.nko.navy.mil). Eighteen hundred audio books are available for downloading, including "The Art of War," as well as self-help books and language study guides.

As of Dec. 31, more than 800 audio books have been downloaded. Audio books may be downloaded to an MP3 player or CD-ROM. Access to the books automatically shuts down once the checkout period has expired.

All E-content provided by the Naval General Library Program is located on the Navy Library E-content page, found beneath the Reference Tab when you log onto NKO. 

FACILITIES

NAF VEHICLE AND EQUIPMENT SEMINAR...

CNI Millington Detachment will facilitate a training seminar Feb. 15-16 for regional command representatives who are responsible for the coordination and submission of Nonappropriated Fund (NAF) vehicle and equipment information.

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The seminar will review the integration of the Navy MWR NAF vehicle inventory program with the Base Vehicle Equipment Management Information System (BSVEMIS). This program expands and significantly improves fleet management capabilities, expense tracking and utilization. The system will also enable local commands to upload vehicle and equipment data continuously to this Web-based program, which also provides for the development of a Master Vehicle Record for each fleet unit. From command input, the annual FAST (Federal Automated Statistical Tool) management system report will be automatically generated without additional effort by the regions.

Regional representatives are encouraged to complete the Master Vehicle Records for their respective fleets while at the seminar. Hands-on use of the new Web site will be featured. The new process for registration, license plates and MWR stickers will also be addressed in detail.

This is a critical training opportunity for everyone involved in the NAF vehicle/equipment program. For more information, contact Linda Harden, (901) 874-6609/DSN 882, linda.harden@navy.mil. 